

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	687	56.82%	1 year or less	427	34.19%
Male	522	43.18%	2 years	425	34.03%
Total	1209	100.00%	3 years	222	17.77%
No Response	131		4 or more years	175	14.01%
			Total	1249	100.00%
			No Response	91	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	107	8.73%	No credits earned	41	3.29%
19 to 24	607	49.55%	1.99 or below	35	2.80%
25 to 34	287	23.43%	2.0 - 2.49	138	11.06%
35 to 44	122	9.96%	2.5 - 2.99	225	18.03%
45 and over	102	8.33%	3.0 - 3.49	368	29.49%
Total	1225	100.00%	3.5 or above	441	35.34%
No Response	115		Total	1248	100.00%
			No Response	92	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	77	6.10%	Associate degree	533	42.17%
American Indian or Alaskan Native	14	1.11%	Vocational/technical program	31	2.45%
Asian or Pacific Islander	91	7.21%	Transfer to another institution	486	38.45%
Caucasian/White	842	66.72%	Certification (initial / renewal)	69	5.46%
Hispanic	113	8.95%	Self-improvement/pleasure	35	2.77%
Other race	49	3.88%	Job-related training	24	1.90%
Race - Prefer not to respond	76	6.02%	Other educational goal	86	6.80%
Total	1262	100.00%	Total	1264	100.00%
No Response	78		No Response	76	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	901	73.19%	Full-time off campus	416	32.83%
Evening	309	25.10%	Part-time off campus	535	42.23%
Weekend	21	1.71%	Full-time on campus	17	1.34%
Total	1231	100.00%	Part-time on campus	48	3.79%
No Response	109		Not employed	251	19.81%
			Total	1267	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	73	
Full-time	711	57.20%			
Part-time	532	42.80%			
Total	1243	100.00%			
No Response	97				

## Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	2	0.16%	Campus item 2 - Answer 1	0	0%
Own house	297	23.50%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	348	27.53%	Campus item 2 - Answer 3	0	0%
Parent's home	549	43.43%	Campus item 2 - Answer 4	0	0%
Other residence	68	5.38%	Campus item 2 - Answer 5	0	0%
Total	1264	100.00%	Campus item 2 - Answer 6	0	0%
No Response	76		Total	0	100.00%
			No Response	1340	

  

<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	1103	88.59%	0112	1	0.20%
Out-of-state	91	7.31%	0207	3	0.61%
International (not U.S. citizen)	51	4.10%	0216	1	0.20%
Total	1245	100.00%	0223	29	5.86%
No Response	95		0235	17	3.43%
			0248	1	0.20%
			0264	9	1.82%
			0368	3	0.61%
			0489	7	1.41%
			1000	97	19.60%
			1010	24	4.85%
			1050	17	3.43%
			2020	1	0.20%
			2030	7	1.41%
			2050	6	1.21%
			2100	8	1.62%
			2120	3	0.61%
			2150	2	0.40%
			2170	6	1.21%
			2180	1	0.20%
			2190	1	0.20%
			2209	1	0.20%
			2210	2	0.40%
			2220	12	2.42%
			2250	1	0.20%
			2260	1	0.20%
			2270	8	1.62%
			2290	24	4.85%
			2310	2	0.40%
			2320	1	0.20%
			2330	8	1.62%

  

<b>Disabilities</b>		
	<b>N</b>	<b>%</b>
Yes - Disability	137	11.30%
No - Disability	1075	88.70%
Total	1212	100.00%
No Response	128	

  

<b>Institution Was My</b>		
	<b>N</b>	<b>%</b>
1st choice	910	75.33%
2nd choice	231	19.12%
3rd choice or lower	67	5.55%
Total	1208	100.00%
No Response	132	

  

<b>Institution Question</b>		
	<b>N</b>	<b>%</b>
Campus item - Answer 1	5	38.46%
Campus item - Answer 2	3	23.08%
Campus item - Answer 3	0	0.00%
Campus item - Answer 4	0	0.00%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	5	38.46%
Total	13	100.00%
No Response	1327	

## Demographics

2340	3	0.61%	6780	3	0.61%
2400	7	1.41%	Total	495	100.00%
2420	4	0.81%	No Response	845	
2430	33	6.67%			
2440	11	2.22%			
2460	2	0.40%			
2510	5	1.01%			
2550	7	1.41%			
2580	2	0.40%			
2600	3	0.61%			
2620	3	0.61%			
2630	6	1.21%			
2650	8	1.62%			
2680	1	0.20%			
2690	5	1.01%			
2930	9	1.82%			
2940	11	2.22%			
2970	2	0.40%			
3530	9	1.82%			
4090	1	0.20%			
4130	1	0.20%			
4290	1	0.20%			
4390	1	0.20%			
4520	1	0.20%			
4760	15	3.03%			
4790	2	0.40%			
4840	1	0.20%			
4850	1	0.20%			
5080	1	0.20%			
5090	1	0.20%			
5150	1	0.20%			
5180	1	0.20%			
5200	11	2.22%			
5220	2	0.40%			
5230	1	0.20%			
5400	2	0.40%			
5410	1	0.20%			
5500	2	0.40%			
6150	2	0.40%			
6210	3	0.61%			
6600	5	1.01%			

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 69. There is a good variety of courses provided on this campus.
- 74. Campus item: Thinking critically and analytically
- 68. On the whole, the campus is well-maintained.
- 51. There are convenient ways of paying my school bill.
- 73. Campus item: Speaking clearly and effectively
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 28. It is an enjoyable experience to be a student on this campus.
- 77. Campus item: Working effectively with others
- 78. Campus item: Understanding people of other racial and ethnic backgrounds
- 45. This institution has a good reputation within the community.
- 72. Campus item: Writing clearly and effectively

#### Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 8. Classes are scheduled at times that are convenient for me.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 46. Faculty provide timely feedback about student progress in a course.
- 32. My academic advisor is knowledgeable about my program requirements.
- 23. Faculty are understanding of students' unique life circumstances.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 39. The amount of student parking space on campus is adequate.
- 48. Counseling staff care about students as individuals.
- 65. Students are notified early in the term if they are doing poorly in a class.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Community Colleges**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 15. I am able to register for classes I need with few conflicts.
- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 69. There is a good variety of courses provided on this campus.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 46. Faculty provide timely feedback about student progress in a course.
- 32. My academic advisor is knowledgeable about my program requirements.
- 66. Program requirements are clear and reasonable.
- 23. Faculty are understanding of students' unique life circumstances.
- 68. On the whole, the campus is well-maintained.
- 51. There are convenient ways of paying my school bill.
- 11. Security staff respond quickly in emergencies.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 52. This school does whatever it can to help me reach my educational goals.
- 34. Computer labs are adequate and accessible.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 41. Admissions staff are knowledgeable.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 48. Counseling staff care about students as individuals.
- 24. Parking lots are well-lighted and secure.
- 28. It is an enjoyable experience to be a student on this campus.
- 60. Billing policies are reasonable.
- 42. The equipment in the lab facilities is kept up to date.
- 43. Class change (drop/add) policies are reasonable.
- 64. Nearly all classes deal with practical experiences and applications.
- 45. This institution has a good reputation within the community.
- 47. There are adequate services to help me decide upon a career.
- 55. Academic support services adequately meet the needs of students.
- 6. My academic advisor is approachable.

## **Strategic Planning Overview**

### **Higher Importance vs. National Community Colleges**

11. Security staff respond quickly in emergencies.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.35	5.88 / 1.00	0.47	6.29	5.60 / 1.13	0.69	0.28 ***
Registration Effectiveness	6.30	5.94 / 0.94	0.36	6.27	5.63 / 1.07	0.64	0.31 ***
Safety and Security	6.28	5.71 / 1.02	0.57	6.18	5.41 / 1.21	0.77	0.30 ***
Academic Advising/Counseling	6.26	5.70 / 1.26	0.56	6.27	5.46 / 1.37	0.81	0.24 ***
Concern for the Individual	6.25	5.76 / 1.12	0.49	6.21	5.46 / 1.27	0.75	0.30 ***
Academic Services	6.23	5.97 / 0.97	0.26	6.18	5.74 / 1.07	0.44	0.23 ***
Admissions and Financial Aid	6.17	5.66 / 1.20	0.51	6.20	5.42 / 1.28	0.78	0.24 ***
Student Centeredness	6.17	5.89 / 1.06	0.28	6.13	5.58 / 1.19	0.55	0.31 ***
Campus Climate	6.16	5.85 / 0.99	0.31	6.12	5.53 / 1.13	0.59	0.32 ***
Service Excellence	6.10	5.77 / 1.00	0.33	6.10	5.52 / 1.13	0.58	0.25 ***
Campus Support Services	5.80	5.61 / 1.19	0.19	5.72	5.26 / 1.27	0.46	0.35 ***
Responsiveness to Diverse Populations		5.92 / 1.18			5.69 / 1.28		0.23 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Order of Importance

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.96 / 1.18	0.56	6.48	5.66 / 1.38	0.82	0.30 ***
70. I am able to experience intellectual growth here.	6.51	6.24 / 1.12	0.27	6.43	5.92 / 1.30	0.51	0.32 ***
8. Classes are scheduled at times that are convenient for me.	6.49	5.79 / 1.37	0.70	6.45	5.60 / 1.50	0.85	0.19 ***
15. I am able to register for classes I need with few conflicts.	6.49	5.95 / 1.31	0.54	6.42	5.61 / 1.50	0.81	0.34 ***
31. The campus is safe and secure for all students.	6.47	6.17 / 1.08	0.30	6.42	5.84 / 1.29	0.58	0.33 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.47	6.10 / 1.15	0.37	6.41	5.83 / 1.32	0.58	0.27 ***
69. There is a good variety of courses provided on this campus.	6.46	6.26 / 1.09	0.20	6.37	5.83 / 1.36	0.54	0.43 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.88 / 1.36	0.54	6.34	5.60 / 1.49	0.74	0.28 ***
74. Campus item: Thinking critically and analytically	6.41	6.15 / 1.09	0.26				
46. Faculty provide timely feedback about student progress in a course.	6.40	5.72 / 1.36	0.68	6.31	5.48 / 1.50	0.83	0.24 ***
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.70 / 1.55	0.69	6.40	5.59 / 1.63	0.81	0.11 *
87. Cost as factor in decision to enroll.	6.39			6.36			
66. Program requirements are clear and reasonable.	6.38	5.93 / 1.27	0.45	6.37	5.71 / 1.39	0.66	0.22 ***
23. Faculty are understanding of students' unique life circumstances.	6.35	5.80 / 1.38	0.55	6.26	5.43 / 1.55	0.83	0.37 ***
68. On the whole, the campus is well-maintained.	6.34	6.35 / 1.02	-0.01	6.28	5.96 / 1.27	0.32	0.39 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Order of Importance

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.33	6.09 / 1.21	0.24	6.28	5.70 / 1.45	0.58	0.39 ***
11. Security staff respond quickly in emergencies.	6.32	5.80 / 1.32	0.52	6.16	5.37 / 1.48	0.79	0.43 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.64 / 1.55	0.68	6.28	5.39 / 1.66	0.89	0.25 ***
52. This school does whatever it can to help me reach my educational goals.	6.32	5.81 / 1.30	0.51	6.31	5.46 / 1.50	0.85	0.35 ***
73. Campus item: Speaking clearly and effectively	6.32	6.11 / 1.12	0.21				
34. Computer labs are adequate and accessible.	6.31	6.05 / 1.18	0.26	6.26	5.85 / 1.35	0.41	0.20 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.31	5.93 / 1.27	0.38	6.28	5.62 / 1.44	0.66	0.31 ***
36. Students are made to feel welcome on this campus.	6.31	6.08 / 1.22	0.23	6.27	5.79 / 1.34	0.48	0.29 ***
39. The amount of student parking space on campus is adequate.	6.31	4.98 / 1.88	1.33	6.23	4.97 / 1.90	1.26	0.01
41. Admissions staff are knowledgeable.	6.31	5.91 / 1.31	0.40	6.29	5.62 / 1.44	0.67	0.29 ***
61. Faculty are usually available after class and during office hours.	6.31	6.04 / 1.20	0.27	6.29	5.79 / 1.35	0.50	0.25 ***
14. Library resources and services are adequate.	6.30	6.12 / 1.11	0.18	6.21	5.86 / 1.30	0.35	0.26 ***
48. Counseling staff care about students as individuals.	6.30	5.77 / 1.45	0.53	6.19	5.50 / 1.52	0.69	0.27 ***
24. Parking lots are well-lighted and secure.	6.29	5.91 / 1.29	0.38	6.21	5.46 / 1.57	0.75	0.45 ***
28. It is an enjoyable experience to be a student on this campus.	6.29	6.05 / 1.24	0.24	6.23	5.67 / 1.44	0.56	0.38 ***
60. Billing policies are reasonable.	6.29	6.00 / 1.22	0.29	6.20	5.57 / 1.45	0.63	0.43 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

### Institutional Summary Items: In Order of Importance

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. The equipment in the lab facilities is kept up to date.	6.27	5.93 / 1.24	0.34	6.24	5.63 / 1.42	0.61	0.30 ***
43. Class change (drop/add) policies are reasonable.	6.27	5.97 / 1.33	0.30	6.22	5.69 / 1.44	0.53	0.28 ***
64. Nearly all classes deal with practical experiences and applications.	6.27	5.81 / 1.33	0.46	6.19	5.58 / 1.39	0.61	0.23 ***
77. Campus item: Working effectively with others	6.27	6.03 / 1.20	0.24				
78. Campus item: Understanding people of other racial and ethnic backgrounds	6.26	6.04 / 1.25	0.22				
45. This institution has a good reputation within the community.	6.25	6.33 / 1.05	-0.08	6.15	5.78 / 1.36	0.37	0.55 ***
6. My academic advisor is approachable.	6.24	5.82 / 1.42	0.42	6.33	5.63 / 1.61	0.70	0.19 ***
47. There are adequate services to help me decide upon a career.	6.24	5.79 / 1.36	0.45	6.18	5.45 / 1.50	0.73	0.34 ***
55. Academic support services adequately meet the needs of students.	6.24	5.79 / 1.36	0.45	6.17	5.54 / 1.41	0.63	0.25 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.23	5.85 / 1.17	0.38	6.18	5.53 / 1.37	0.65	0.32 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.23	5.23 / 1.71	1.00	6.24	5.18 / 1.73	1.06	0.05
72. Campus item: Writing clearly and effectively	6.23	6.10 / 1.10	0.13				
76. Campus item: Using computing and information technology	6.23	6.00 / 1.24	0.23				
25. My academic advisor is concerned about my success as an individual.	6.22	5.59 / 1.58	0.63	6.24	5.33 / 1.72	0.91	0.26 ***
27. The campus staff are caring and helpful.	6.22	6.02 / 1.14	0.20	6.20	5.71 / 1.32	0.49	0.31 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Order of Importance

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. There are a sufficient number of study areas on campus.	6.21	6.12 / 1.19	0.09	6.14	5.73 / 1.43	0.41	0.39 ***
22. People on this campus respect and are supportive of each other.	6.20	5.94 / 1.20	0.26	6.12	5.56 / 1.40	0.56	0.38 ***
37. Faculty take into consideration student differences as they teach a course.	6.20	5.67 / 1.40	0.53	6.18	5.39 / 1.51	0.79	0.28 ***
53. The assessment and course placement procedures are reasonable.	6.20	5.81 / 1.33	0.39	6.17	5.58 / 1.41	0.59	0.23 ***
5. The personnel involved in registration are helpful.	6.19	5.88 / 1.29	0.31	6.26	5.53 / 1.56	0.73	0.35 ***
7. Adequate financial aid is available for most students.	6.19	5.51 / 1.56	0.68	6.30	5.42 / 1.66	0.88	0.09
16. The college shows concern for students as individuals.	6.19	5.65 / 1.42	0.54	6.20	5.33 / 1.57	0.87	0.32 ***
50. Tutoring services are readily available.	6.18	5.91 / 1.35	0.27	6.18	5.72 / 1.42	0.46	0.19 ***
57. Administrators are approachable to students.	6.18	5.76 / 1.39	0.42	6.17	5.55 / 1.47	0.62	0.21 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.79 / 1.36	0.39	6.13	5.29 / 1.65	0.84	0.50 ***
54. Faculty are interested in my academic problems.	6.17	5.66 / 1.45	0.51	6.16	5.40 / 1.52	0.76	0.26 ***
62. Bookstore staff are helpful.	6.17	6.03 / 1.27	0.14	6.13	5.78 / 1.42	0.35	0.25 ***
71. Campus item: Acquiring a broad general education	6.17	6.13 / 1.13	0.04				
20. Financial aid counselors are helpful.	6.16	5.55 / 1.54	0.61	6.22	5.32 / 1.68	0.90	0.23 ***
30. The career services office provides students with the help they need to get a job.	6.16	5.70 / 1.38	0.46	6.07	5.31 / 1.50	0.76	0.39 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. Admissions counselors respond to prospective students' unique needs and requests.	6.16	5.79 / 1.34	0.37	6.13	5.46 / 1.48	0.67	0.33 ***
56. The business office is open during hours which are convenient for most students.	6.16	5.80 / 1.31	0.36	6.15	5.61 / 1.41	0.54	0.19 ***
89. Academic reputation as factor in decision to enroll.	6.16			5.96			
2. Faculty care about me as an individual.	6.15	5.86 / 1.23	0.29	6.10	5.52 / 1.44	0.58	0.34 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.12	5.45 / 1.58	0.67	6.21	5.24 / 1.68	0.97	0.21 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.08	5.39 / 1.58	0.69	6.04	5.19 / 1.63	0.85	0.20 ***
26. Library staff are helpful and approachable.	6.08	5.83 / 1.33	0.25	6.09	5.81 / 1.35	0.28	0.02
75. Campus item: Solving numerical problems	6.07	5.90 / 1.31	0.17				
12. My academic advisor helps me set goals to work toward.	6.06	5.50 / 1.59	0.56	6.15	5.29 / 1.74	0.86	0.21 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.71 / 1.37	0.35	6.00	5.43 / 1.47	0.57	0.28 ***
67. Channels for expressing student complaints are readily available.	6.06	5.40 / 1.58	0.66	6.07	5.13 / 1.69	0.94	0.27 ***
59. New student orientation services help students adjust to college.	6.04	5.71 / 1.47	0.33	5.99	5.48 / 1.52	0.51	0.23 ***
4. Security staff are helpful.	6.01	5.74 / 1.35	0.27	5.87	5.39 / 1.53	0.48	0.35 ***
79. Campus item 9	5.88	5.73 / 1.37	0.15				

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Order of Importance

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.81 / 1.31	0.06	5.89	5.56 / 1.44	0.33	0.25 ***
1. Most students feel a sense of belonging here.	5.84	5.78 / 1.25	0.06	5.70	5.46 / 1.39	0.24	0.32 ***
80. Campus item 10	5.79						
88. Financial aid as factor in decision to enroll.	5.76			6.11			
93. Geographic setting as factor in decision to enroll.	5.70			5.60			
44. I generally know what's happening on campus.	5.66	5.24 / 1.57	0.42	5.73	5.26 / 1.57	0.47	-0.02
19. This campus provides effective support services for displaced homemakers.	5.59	5.35 / 1.47	0.24	5.48	5.07 / 1.48	0.41	0.28 ***
17. Personnel in the Veterans' Services program are helpful.	5.49	5.37 / 1.46	0.12	5.34	5.06 / 1.50	0.28	0.31 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.37			5.50			
94. Campus appearance as factor in decision to enroll.	5.31			5.31			
90. Size of institution as factor in decision to enroll.	5.24			5.23			
92. Recommendations from family/friends as factor in decision to enroll.	5.22			5.05			
10. Child care facilities are available on campus.	4.93	5.21 / 1.62	-0.28	4.70	4.48 / 1.83	0.22	0.73 ***
91. Opportunity to play sports as factor in decision to enroll.	3.67			3.68			
81. Institution's commitment to part-time students?		6.03 / 1.24			5.76 / 1.37		0.27 ***
82. Institution's commitment to evening students?		5.89 / 1.33			5.64 / 1.45		0.25 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Institution's commitment to older, returning learners?		5.95 / 1.32			5.73 / 1.43		0.22 ***
84. Institution's commitment to under-represented populations?		5.83 / 1.38			5.63 / 1.41		0.20 ***
85. Institution's commitment to commuters?		5.82 / 1.33			5.62 / 1.45		0.20 ***
86. Institution's commitment to students with disabilities?		5.95 / 1.31			5.76 / 1.40		0.19 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.26	5.70 / 1.26	0.56	6.27	5.46 / 1.37	0.81	0.24 ***
6. My academic advisor is approachable.	6.24	5.82 / 1.42	0.42	6.33	5.63 / 1.61	0.70	0.19 ***
12. My academic advisor helps me set goals to work toward.	6.06	5.50 / 1.59	0.56	6.15	5.29 / 1.74	0.86	0.21 ***
25. My academic advisor is concerned about my success as an individual.	6.22	5.59 / 1.58	0.63	6.24	5.33 / 1.72	0.91	0.26 ***
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.70 / 1.55	0.69	6.40	5.59 / 1.63	0.81	0.11 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.64 / 1.55	0.68	6.28	5.39 / 1.66	0.89	0.25 ***
48. Counseling staff care about students as individuals.	6.30	5.77 / 1.45	0.53	6.19	5.50 / 1.52	0.69	0.27 ***
52. This school does whatever it can to help me reach my educational goals.	6.32	5.81 / 1.30	0.51	6.31	5.46 / 1.50	0.85	0.35 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.23	5.97 / 0.97	0.26	6.18	5.74 / 1.07	0.44	0.23 ***
14. Library resources and services are adequate.	6.30	6.12 / 1.11	0.18	6.21	5.86 / 1.30	0.35	0.26 ***
21. There are a sufficient number of study areas on campus.	6.21	6.12 / 1.19	0.09	6.14	5.73 / 1.43	0.41	0.39 ***
26. Library staff are helpful and approachable.	6.08	5.83 / 1.33	0.25	6.09	5.81 / 1.35	0.28	0.02
34. Computer labs are adequate and accessible.	6.31	6.05 / 1.18	0.26	6.26	5.85 / 1.35	0.41	0.20 ***
42. The equipment in the lab facilities is kept up to date.	6.27	5.93 / 1.24	0.34	6.24	5.63 / 1.42	0.61	0.30 ***
50. Tutoring services are readily available.	6.18	5.91 / 1.35	0.27	6.18	5.72 / 1.42	0.46	0.19 ***
55. Academic support services adequately meet the needs of students.	6.24	5.79 / 1.36	0.45	6.17	5.54 / 1.41	0.63	0.25 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.17	5.66 / 1.20	0.51	6.20	5.42 / 1.28	0.78	0.24 ***
7. Adequate financial aid is available for most students.	6.19	5.51 / 1.56	0.68	6.30	5.42 / 1.66	0.88	0.09
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.12	5.45 / 1.58	0.67	6.21	5.24 / 1.68	0.97	0.21 ***
20. Financial aid counselors are helpful.	6.16	5.55 / 1.54	0.61	6.22	5.32 / 1.68	0.90	0.23 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.71 / 1.37	0.35	6.00	5.43 / 1.47	0.57	0.28 ***
41. Admissions staff are knowledgeable.	6.31	5.91 / 1.31	0.40	6.29	5.62 / 1.44	0.67	0.29 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.16	5.79 / 1.34	0.37	6.13	5.46 / 1.48	0.67	0.33 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.16	5.85 / 0.99	0.31	6.12	5.53 / 1.13	0.59	0.32 ***
1. Most students feel a sense of belonging here.	5.84	5.78 / 1.25	0.06	5.70	5.46 / 1.39	0.24	0.32 ***
2. Faculty care about me as an individual.	6.15	5.86 / 1.23	0.29	6.10	5.52 / 1.44	0.58	0.34 ***
16. The college shows concern for students as individuals.	6.19	5.65 / 1.42	0.54	6.20	5.33 / 1.57	0.87	0.32 ***
22. People on this campus respect and are supportive of each other.	6.20	5.94 / 1.20	0.26	6.12	5.56 / 1.40	0.56	0.38 ***
27. The campus staff are caring and helpful.	6.22	6.02 / 1.14	0.20	6.20	5.71 / 1.32	0.49	0.31 ***
28. It is an enjoyable experience to be a student on this campus.	6.29	6.05 / 1.24	0.24	6.23	5.67 / 1.44	0.56	0.38 ***
31. The campus is safe and secure for all students.	6.47	6.17 / 1.08	0.30	6.42	5.84 / 1.29	0.58	0.33 ***
36. Students are made to feel welcome on this campus.	6.31	6.08 / 1.22	0.23	6.27	5.79 / 1.34	0.48	0.29 ***
44. I generally know what's happening on campus.	5.66	5.24 / 1.57	0.42	5.73	5.26 / 1.57	0.47	-0.02
45. This institution has a good reputation within the community.	6.25	6.33 / 1.05	-0.08	6.15	5.78 / 1.36	0.37	0.55 ***
52. This school does whatever it can to help me reach my educational goals.	6.32	5.81 / 1.30	0.51	6.31	5.46 / 1.50	0.85	0.35 ***
57. Administrators are approachable to students.	6.18	5.76 / 1.39	0.42	6.17	5.55 / 1.47	0.62	0.21 ***
59. New student orientation services help students adjust to college.	6.04	5.71 / 1.47	0.33	5.99	5.48 / 1.52	0.51	0.23 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.79 / 1.36	0.39	6.13	5.29 / 1.65	0.84	0.50 ***
67. Channels for expressing student complaints are readily available.	6.06	5.40 / 1.58	0.66	6.07	5.13 / 1.69	0.94	0.27 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.80	5.61 / 1.19	0.19	5.72	5.26 / 1.27	0.46	0.35 ***
10. Child care facilities are available on campus.	4.93	5.21 / 1.62	-0.28	4.70	4.48 / 1.83	0.22	0.73 ***
17. Personnel in the Veterans' Services program are helpful.	5.49	5.37 / 1.46	0.12	5.34	5.06 / 1.50	0.28	0.31 ***
19. This campus provides effective support services for displaced homemakers.	5.59	5.35 / 1.47	0.24	5.48	5.07 / 1.48	0.41	0.28 ***
30. The career services office provides students with the help they need to get a job.	6.16	5.70 / 1.38	0.46	6.07	5.31 / 1.50	0.76	0.39 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.81 / 1.31	0.06	5.89	5.56 / 1.44	0.33	0.25 ***
47. There are adequate services to help me decide upon a career.	6.24	5.79 / 1.36	0.45	6.18	5.45 / 1.50	0.73	0.34 ***
59. New student orientation services help students adjust to college.	6.04	5.71 / 1.47	0.33	5.99	5.48 / 1.52	0.51	0.23 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Concern for the Individual**

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.25	5.76 / 1.12	0.49	6.21	5.46 / 1.27	0.75	0.30 ***
2. Faculty care about me as an individual.	6.15	5.86 / 1.23	0.29	6.10	5.52 / 1.44	0.58	0.34 ***
16. The college shows concern for students as individuals.	6.19	5.65 / 1.42	0.54	6.20	5.33 / 1.57	0.87	0.32 ***
25. My academic advisor is concerned about my success as an individual.	6.22	5.59 / 1.58	0.63	6.24	5.33 / 1.72	0.91	0.26 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.88 / 1.36	0.54	6.34	5.60 / 1.49	0.74	0.28 ***
48. Counseling staff care about students as individuals.	6.30	5.77 / 1.45	0.53	6.19	5.50 / 1.52	0.69	0.27 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.35	5.88 / 1.00	0.47	6.29	5.60 / 1.13	0.69	0.28 ***
2. Faculty care about me as an individual.	6.15	5.86 / 1.23	0.29	6.10	5.52 / 1.44	0.58	0.34 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.96 / 1.18	0.56	6.48	5.66 / 1.38	0.82	0.30 ***
23. Faculty are understanding of students' unique life circumstances.	6.35	5.80 / 1.38	0.55	6.26	5.43 / 1.55	0.83	0.37 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.88 / 1.36	0.54	6.34	5.60 / 1.49	0.74	0.28 ***
37. Faculty take into consideration student differences as they teach a course.	6.20	5.67 / 1.40	0.53	6.18	5.39 / 1.51	0.79	0.28 ***
46. Faculty provide timely feedback about student progress in a course.	6.40	5.72 / 1.36	0.68	6.31	5.48 / 1.50	0.83	0.24 ***
54. Faculty are interested in my academic problems.	6.17	5.66 / 1.45	0.51	6.16	5.40 / 1.52	0.76	0.26 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.47	6.10 / 1.15	0.37	6.41	5.83 / 1.32	0.58	0.27 ***
61. Faculty are usually available after class and during office hours.	6.31	6.04 / 1.20	0.27	6.29	5.79 / 1.35	0.50	0.25 ***
64. Nearly all classes deal with practical experiences and applications.	6.27	5.81 / 1.33	0.46	6.19	5.58 / 1.39	0.61	0.23 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.23	5.23 / 1.71	1.00	6.24	5.18 / 1.73	1.06	0.05
66. Program requirements are clear and reasonable.	6.38	5.93 / 1.27	0.45	6.37	5.71 / 1.39	0.66	0.22 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness**

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.46	6.26 / 1.09	0.20	6.37	5.83 / 1.36	0.54	0.43 ***
70. I am able to experience intellectual growth here.	6.51	6.24 / 1.12	0.27	6.43	5.92 / 1.30	0.51	0.32 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.30	5.94 / 0.94	0.36	6.27	5.63 / 1.07	0.64	0.31 ***
5. The personnel involved in registration are helpful.	6.19	5.88 / 1.29	0.31	6.26	5.53 / 1.56	0.73	0.35 ***
8. Classes are scheduled at times that are convenient for me.	6.49	5.79 / 1.37	0.70	6.45	5.60 / 1.50	0.85	0.19 ***
15. I am able to register for classes I need with few conflicts.	6.49	5.95 / 1.31	0.54	6.42	5.61 / 1.50	0.81	0.34 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.31	5.93 / 1.27	0.38	6.28	5.62 / 1.44	0.66	0.31 ***
43. Class change (drop/add) policies are reasonable.	6.27	5.97 / 1.33	0.30	6.22	5.69 / 1.44	0.53	0.28 ***
51. There are convenient ways of paying my school bill.	6.33	6.09 / 1.21	0.24	6.28	5.70 / 1.45	0.58	0.39 ***
56. The business office is open during hours which are convenient for most students.	6.16	5.80 / 1.31	0.36	6.15	5.61 / 1.41	0.54	0.19 ***
60. Billing policies are reasonable.	6.29	6.00 / 1.22	0.29	6.20	5.57 / 1.45	0.63	0.43 ***
62. Bookstore staff are helpful.	6.17	6.03 / 1.27	0.14	6.13	5.78 / 1.42	0.35	0.25 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.92 / 1.18			5.69 / 1.28		0.23 ***
81. Institution's commitment to part-time students?		6.03 / 1.24			5.76 / 1.37		0.27 ***
82. Institution's commitment to evening students?		5.89 / 1.33			5.64 / 1.45		0.25 ***
83. Institution's commitment to older, returning learners?		5.95 / 1.32			5.73 / 1.43		0.22 ***
84. Institution's commitment to under-represented populations?		5.83 / 1.38			5.63 / 1.41		0.20 ***
85. Institution's commitment to commuters?		5.82 / 1.33			5.62 / 1.45		0.20 ***
86. Institution's commitment to students with disabilities?		5.95 / 1.31			5.76 / 1.40		0.19 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.28	5.71 / 1.02	0.57	6.18	5.41 / 1.21	0.77	0.30 ***
4. Security staff are helpful.	6.01	5.74 / 1.35	0.27	5.87	5.39 / 1.53	0.48	0.35 ***
11. Security staff respond quickly in emergencies.	6.32	5.80 / 1.32	0.52	6.16	5.37 / 1.48	0.79	0.43 ***
24. Parking lots are well-lighted and secure.	6.29	5.91 / 1.29	0.38	6.21	5.46 / 1.57	0.75	0.45 ***
31. The campus is safe and secure for all students.	6.47	6.17 / 1.08	0.30	6.42	5.84 / 1.29	0.58	0.33 ***
39. The amount of student parking space on campus is adequate.	6.31	4.98 / 1.88	1.33	6.23	4.97 / 1.90	1.26	0.01

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.10	5.77 / 1.00	0.33	6.10	5.52 / 1.13	0.58	0.25 ***
5. The personnel involved in registration are helpful.	6.19	5.88 / 1.29	0.31	6.26	5.53 / 1.56	0.73	0.35 ***
22. People on this campus respect and are supportive of each other.	6.20	5.94 / 1.20	0.26	6.12	5.56 / 1.40	0.56	0.38 ***
26. Library staff are helpful and approachable.	6.08	5.83 / 1.33	0.25	6.09	5.81 / 1.35	0.28	0.02
27. The campus staff are caring and helpful.	6.22	6.02 / 1.14	0.20	6.20	5.71 / 1.32	0.49	0.31 ***
44. I generally know what's happening on campus.	5.66	5.24 / 1.57	0.42	5.73	5.26 / 1.57	0.47	-0.02
57. Administrators are approachable to students.	6.18	5.76 / 1.39	0.42	6.17	5.55 / 1.47	0.62	0.21 ***
62. Bookstore staff are helpful.	6.17	6.03 / 1.27	0.14	6.13	5.78 / 1.42	0.35	0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.79 / 1.36	0.39	6.13	5.29 / 1.65	0.84	0.50 ***
67. Channels for expressing student complaints are readily available.	6.06	5.40 / 1.58	0.66	6.07	5.13 / 1.69	0.94	0.27 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Student Centeredness**

Scale/Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.17	5.89 / 1.06	0.28	6.13	5.58 / 1.19	0.55	0.31 ***
1. Most students feel a sense of belonging here.	5.84	5.78 / 1.25	0.06	5.70	5.46 / 1.39	0.24	0.32 ***
16. The college shows concern for students as individuals.	6.19	5.65 / 1.42	0.54	6.20	5.33 / 1.57	0.87	0.32 ***
27. The campus staff are caring and helpful.	6.22	6.02 / 1.14	0.20	6.20	5.71 / 1.32	0.49	0.31 ***
28. It is an enjoyable experience to be a student on this campus.	6.29	6.05 / 1.24	0.24	6.23	5.67 / 1.44	0.56	0.38 ***
36. Students are made to feel welcome on this campus.	6.31	6.08 / 1.22	0.23	6.27	5.79 / 1.34	0.48	0.29 ***
57. Administrators are approachable to students.	6.18	5.76 / 1.39	0.42	6.17	5.55 / 1.47	0.62	0.21 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Sequential Order

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.84	5.78 / 1.25	0.06	5.70	5.46 / 1.39	0.24	0.32 ***
2. Faculty care about me as an individual.	6.15	5.86 / 1.23	0.29	6.10	5.52 / 1.44	0.58	0.34 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.23	5.85 / 1.17	0.38	6.18	5.53 / 1.37	0.65	0.32 ***
4. Security staff are helpful.	6.01	5.74 / 1.35	0.27	5.87	5.39 / 1.53	0.48	0.35 ***
5. The personnel involved in registration are helpful.	6.19	5.88 / 1.29	0.31	6.26	5.53 / 1.56	0.73	0.35 ***
6. My academic advisor is approachable.	6.24	5.82 / 1.42	0.42	6.33	5.63 / 1.61	0.70	0.19 ***
7. Adequate financial aid is available for most students.	6.19	5.51 / 1.56	0.68	6.30	5.42 / 1.66	0.88	0.09
8. Classes are scheduled at times that are convenient for me.	6.49	5.79 / 1.37	0.70	6.45	5.60 / 1.50	0.85	0.19 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.08	5.39 / 1.58	0.69	6.04	5.19 / 1.63	0.85	0.20 ***
10. Child care facilities are available on campus.	4.93	5.21 / 1.62	-0.28	4.70	4.48 / 1.83	0.22	0.73 ***
11. Security staff respond quickly in emergencies.	6.32	5.80 / 1.32	0.52	6.16	5.37 / 1.48	0.79	0.43 ***
12. My academic advisor helps me set goals to work toward.	6.06	5.50 / 1.59	0.56	6.15	5.29 / 1.74	0.86	0.21 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.12	5.45 / 1.58	0.67	6.21	5.24 / 1.68	0.97	0.21 ***
14. Library resources and services are adequate.	6.30	6.12 / 1.11	0.18	6.21	5.86 / 1.30	0.35	0.26 ***
15. I am able to register for classes I need with few conflicts.	6.49	5.95 / 1.31	0.54	6.42	5.61 / 1.50	0.81	0.34 ***
16. The college shows concern for students as individuals.	6.19	5.65 / 1.42	0.54	6.20	5.33 / 1.57	0.87	0.32 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Sequential Order

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.49	5.37 / 1.46	0.12	5.34	5.06 / 1.50	0.28	0.31 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.96 / 1.18	0.56	6.48	5.66 / 1.38	0.82	0.30 ***
19. This campus provides effective support services for displaced homemakers.	5.59	5.35 / 1.47	0.24	5.48	5.07 / 1.48	0.41	0.28 ***
20. Financial aid counselors are helpful.	6.16	5.55 / 1.54	0.61	6.22	5.32 / 1.68	0.90	0.23 ***
21. There are a sufficient number of study areas on campus.	6.21	6.12 / 1.19	0.09	6.14	5.73 / 1.43	0.41	0.39 ***
22. People on this campus respect and are supportive of each other.	6.20	5.94 / 1.20	0.26	6.12	5.56 / 1.40	0.56	0.38 ***
23. Faculty are understanding of students' unique life circumstances.	6.35	5.80 / 1.38	0.55	6.26	5.43 / 1.55	0.83	0.37 ***
24. Parking lots are well-lighted and secure.	6.29	5.91 / 1.29	0.38	6.21	5.46 / 1.57	0.75	0.45 ***
25. My academic advisor is concerned about my success as an individual.	6.22	5.59 / 1.58	0.63	6.24	5.33 / 1.72	0.91	0.26 ***
26. Library staff are helpful and approachable.	6.08	5.83 / 1.33	0.25	6.09	5.81 / 1.35	0.28	0.02
27. The campus staff are caring and helpful.	6.22	6.02 / 1.14	0.20	6.20	5.71 / 1.32	0.49	0.31 ***
28. It is an enjoyable experience to be a student on this campus.	6.29	6.05 / 1.24	0.24	6.23	5.67 / 1.44	0.56	0.38 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.88 / 1.36	0.54	6.34	5.60 / 1.49	0.74	0.28 ***
30. The career services office provides students with the help they need to get a job.	6.16	5.70 / 1.38	0.46	6.07	5.31 / 1.50	0.76	0.39 ***
31. The campus is safe and secure for all students.	6.47	6.17 / 1.08	0.30	6.42	5.84 / 1.29	0.58	0.33 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Sequential Order

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.70 / 1.55	0.69	6.40	5.59 / 1.63	0.81	0.11 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.71 / 1.37	0.35	6.00	5.43 / 1.47	0.57	0.28 ***
34. Computer labs are adequate and accessible.	6.31	6.05 / 1.18	0.26	6.26	5.85 / 1.35	0.41	0.20 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.31	5.93 / 1.27	0.38	6.28	5.62 / 1.44	0.66	0.31 ***
36. Students are made to feel welcome on this campus.	6.31	6.08 / 1.22	0.23	6.27	5.79 / 1.34	0.48	0.29 ***
37. Faculty take into consideration student differences as they teach a course.	6.20	5.67 / 1.40	0.53	6.18	5.39 / 1.51	0.79	0.28 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.81 / 1.31	0.06	5.89	5.56 / 1.44	0.33	0.25 ***
39. The amount of student parking space on campus is adequate.	6.31	4.98 / 1.88	1.33	6.23	4.97 / 1.90	1.26	0.01
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.64 / 1.55	0.68	6.28	5.39 / 1.66	0.89	0.25 ***
41. Admissions staff are knowledgeable.	6.31	5.91 / 1.31	0.40	6.29	5.62 / 1.44	0.67	0.29 ***
42. The equipment in the lab facilities is kept up to date.	6.27	5.93 / 1.24	0.34	6.24	5.63 / 1.42	0.61	0.30 ***
43. Class change (drop/add) policies are reasonable.	6.27	5.97 / 1.33	0.30	6.22	5.69 / 1.44	0.53	0.28 ***
44. I generally know what's happening on campus.	5.66	5.24 / 1.57	0.42	5.73	5.26 / 1.57	0.47	-0.02
45. This institution has a good reputation within the community.	6.25	6.33 / 1.05	-0.08	6.15	5.78 / 1.36	0.37	0.55 ***
46. Faculty provide timely feedback about student progress in a course.	6.40	5.72 / 1.36	0.68	6.31	5.48 / 1.50	0.83	0.24 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Sequential Order

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.24	5.79 / 1.36	0.45	6.18	5.45 / 1.50	0.73	0.34 ***
48. Counseling staff care about students as individuals.	6.30	5.77 / 1.45	0.53	6.19	5.50 / 1.52	0.69	0.27 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.16	5.79 / 1.34	0.37	6.13	5.46 / 1.48	0.67	0.33 ***
50. Tutoring services are readily available.	6.18	5.91 / 1.35	0.27	6.18	5.72 / 1.42	0.46	0.19 ***
51. There are convenient ways of paying my school bill.	6.33	6.09 / 1.21	0.24	6.28	5.70 / 1.45	0.58	0.39 ***
52. This school does whatever it can to help me reach my educational goals.	6.32	5.81 / 1.30	0.51	6.31	5.46 / 1.50	0.85	0.35 ***
53. The assessment and course placement procedures are reasonable.	6.20	5.81 / 1.33	0.39	6.17	5.58 / 1.41	0.59	0.23 ***
54. Faculty are interested in my academic problems.	6.17	5.66 / 1.45	0.51	6.16	5.40 / 1.52	0.76	0.26 ***
55. Academic support services adequately meet the needs of students.	6.24	5.79 / 1.36	0.45	6.17	5.54 / 1.41	0.63	0.25 ***
56. The business office is open during hours which are convenient for most students.	6.16	5.80 / 1.31	0.36	6.15	5.61 / 1.41	0.54	0.19 ***
57. Administrators are approachable to students.	6.18	5.76 / 1.39	0.42	6.17	5.55 / 1.47	0.62	0.21 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.47	6.10 / 1.15	0.37	6.41	5.83 / 1.32	0.58	0.27 ***
59. New student orientation services help students adjust to college.	6.04	5.71 / 1.47	0.33	5.99	5.48 / 1.52	0.51	0.23 ***
60. Billing policies are reasonable.	6.29	6.00 / 1.22	0.29	6.20	5.57 / 1.45	0.63	0.43 ***
61. Faculty are usually available after class and during office hours.	6.31	6.04 / 1.20	0.27	6.29	5.79 / 1.35	0.50	0.25 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.17	6.03 / 1.27	0.14	6.13	5.78 / 1.42	0.35	0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.79 / 1.36	0.39	6.13	5.29 / 1.65	0.84	0.50 ***
64. Nearly all classes deal with practical experiences and applications.	6.27	5.81 / 1.33	0.46	6.19	5.58 / 1.39	0.61	0.23 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.23	5.23 / 1.71	1.00	6.24	5.18 / 1.73	1.06	0.05
66. Program requirements are clear and reasonable.	6.38	5.93 / 1.27	0.45	6.37	5.71 / 1.39	0.66	0.22 ***
67. Channels for expressing student complaints are readily available.	6.06	5.40 / 1.58	0.66	6.07	5.13 / 1.69	0.94	0.27 ***
68. On the whole, the campus is well-maintained.	6.34	6.35 / 1.02	-0.01	6.28	5.96 / 1.27	0.32	0.39 ***
69. There is a good variety of courses provided on this campus.	6.46	6.26 / 1.09	0.20	6.37	5.83 / 1.36	0.54	0.43 ***
70. I am able to experience intellectual growth here.	6.51	6.24 / 1.12	0.27	6.43	5.92 / 1.30	0.51	0.32 ***
71. Campus item: Acquiring a broad general education	6.17	6.13 / 1.13	0.04				
72. Campus item: Writing clearly and effectively	6.23	6.10 / 1.10	0.13				
73. Campus item: Speaking clearly and effectively	6.32	6.11 / 1.12	0.21				
74. Campus item: Thinking critically and analytically	6.41	6.15 / 1.09	0.26				
75. Campus item: Solving numerical problems	6.07	5.90 / 1.31	0.17				
76. Campus item: Using computing and information technology	6.23	6.00 / 1.24	0.23				
77. Campus item: Working effectively with others	6.27	6.03 / 1.20	0.24				

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

## Institutional Summary

### Items: In Sequential Order

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item: Understanding people of other racial and ethnic backgrounds	6.26	6.04 / 1.25	0.22				
79. Campus item 9	5.88	5.73 / 1.37	0.15				
80. Campus item 10	5.79						
81. Institution's commitment to part-time students?		6.03 / 1.24			5.76 / 1.37		0.27 ***
82. Institution's commitment to evening students?		5.89 / 1.33			5.64 / 1.45		0.25 ***
83. Institution's commitment to older, returning learners?		5.95 / 1.32			5.73 / 1.43		0.22 ***
84. Institution's commitment to under-represented populations?		5.83 / 1.38			5.63 / 1.41		0.20 ***
85. Institution's commitment to commuters?		5.82 / 1.33			5.62 / 1.45		0.20 ***
86. Institution's commitment to students with disabilities?		5.95 / 1.31			5.76 / 1.40		0.19 ***
87. Cost as factor in decision to enroll.	6.39			6.36			
88. Financial aid as factor in decision to enroll.	5.76			6.11			
89. Academic reputation as factor in decision to enroll.	6.16			5.96			
90. Size of institution as factor in decision to enroll.	5.24			5.23			
91. Opportunity to play sports as factor in decision to enroll.	3.67			3.68			
92. Recommendations from family/friends as factor in decision to enroll.	5.22			5.05			
93. Geographic setting as factor in decision to enroll.	5.70			5.60			

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 162081 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	Johnson County Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.31			5.31			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.37			5.50			

National Group Means are based on 162081 records.

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Summary Items

Summary Item	Johnson County Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.18 0% 0% 5% 27% 25% 18% 21%	Average: 4.92 1% 1% 6% 33% 25% 13% 18%	0.26
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.93 0% 0% 3% 6% 13% 40% 35%	Average: 5.55 1% 2% 5% 11% 15% 40% 24%	0.38
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.29 1% 1% 0% 4% 5% 29% 57%	Average: 5.78 2% 3% 3% 8% 10% 30% 41%	0.51